State of California

EMPLOYMENT TRAINING PANEL

M e m o r a n d u m

To: Panel Members   Date: January 26, 2007

From: Ruby Cohen, Manager   Analyst: K.Ohta

Subject: One-Step Agreement for **HITCHCOCK AND HOLCOMBE, INC., DBA CONTINENTAL TRAINING CENTER**

CONTRACTOR:

- Multiple Employer: Training Agency
- Training Project Profile: Retraining: Companies W/Out-Of-State Competition
- Legislative Priorities: Promotion of California's Manufacturing Workforce Stimulating Export / Imports
- Type of Industry: Various Industries
- Repeat Contractor: Yes
- ETP Trainees Represented by Union: No
- Name and Local Number of Union Representing ETP Trainees: N/A

CONTRACT:

- Program Costs: $603,800
- Substantial Contribution: $0
- Multiple Employer Support (8%) $41,630
- Total ETP Funding: $645,430
- Total In-kind Contribution: $995,200
  - ➤ *Trainee Wages Paid During Training:* $455,850
  - ➤ *Other Contributions*: $539,350
- Reimbursement Method: Fixed-Fee
- County(ies) Served: Alameda, Contra Costa, El Dorado, Fresno, Los Angeles, Marin, Napa, Placer, Sacramento, San Francisco, San Diego, San Joaquin, San Mateo, Salinas, Santa Clara, Shasta, Solano, Sonoma, Tulare,Yolo, and Yuba
- Location of Training: 100% Employer Site

INTRODUCTION:

This will be the fourth Agreement between the Employment Training Panel and Hitchcock and Holcombe, Inc., dba Continental Training Center (Hitchcock and Holcombe). Hitchcock and Holcombe is an accredited private training agency which has been providing computer training for corporations, county and state agencies, and non-profit organizations for over seven years.

Hitchcock and Holcombe is eligible to contract with ETP under California Unemployment Insurance Code Section 10205(c)(2) as a training agency.

The applicant is proposing to provide Computer Skills and Advanced Technology training to 750 incumbent workers of companies facing out-of-state competition. Approximately 40 percent of the trainees will be employed by companies with less than 100 employees.

MEETING ETP GOALS AND OBJECTIVES:

Hitchcock and Holcombe proposes training that will further the following ETP goals and objectives:

1. Promote the retention of high wage, high skilled jobs threatened by out-of-state competition.

2. Address the training needs of small businesses.

3. Stimulate exports / imports.

Hitchcock and Holcombe, Inc., dba Continental T
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TRAINING PLAN TABLE:

Grp/Trainee Type	Types Of Training	No. Retain	No. Class/Lab Videocnf. Hrs.	No. CBT Hrs.	Cost Per Trainee	Hourly Wage After 90 Days
Retrainees Job 1, 3, 6, 7	MENU: Advanced Technology Computer Skills	580	40 - 60	0	$641 - $1,411	*$12.38 - $45.00
Retrainees Job 2 & 4 Small Business	MENU: Computer Skills	120	40 60	0	$941 - $1,411	*$12.38 - $45.00
Retrainee Job 5 Small Business	MENU: Computer Skills	50	8 -24	0	$564	*$12.38 - $45.00

Wages After 90-Day Retention	
Occupation	
CAD Operator / Admin Staff / Marketing Designer / Managers / Network Engineers / Programmer	

Health Benefits Used To Meet ETP Minimum Wage:		Turnover Rate	% Of Mgrs & Supervisors To Be Trained:
* Medical, dental and vision benefits may be added as necessary to being the hourly wage to the minimum ETP wage requirement of $12.38 for various counties; $13.51 per hour for Alameda, Contra Costa, Los Angeles, Marin, San Francisco, San Mateo, Santa Clara, Santa Cruz counties; $13.16 per hour for Sacramento county; $12.89 per hour for San Diego county; and $13.12 per hour for Ventura county.		20%	20%

Other Employee Benefits:

Benefits vary by participating employer. Employer-paid benefits may include, but are not limited to, medical, dental and vision benefits, retirement, 401K plans, vacation, paid sick leave, disability insurance, life insurance, accidental death and dismemberment insurance.

COMMENTS / ISSUES:

➢ *Frontline Workers*

All participants in this project meet the Panel definition of frontline workers under Title 22 California Code of Regulations, Section 4400(ee) except (20 percent) managers / supervisors to be included in the training plan.

COMMENTS / ISSUES: (continued)

➢ *Compensatory Nature of Training*

Training is mandatory and trainees will be compensated for the time spent while in training.

➢ *Production During Training*

The proposed Contractor agrees that during ETP-funded training hours, trainees will not produce products or provide services which will ultimately be sold.

➢ *Advanced Technology (AT) Reimbursement Rate*

Hitchcock and Holcombe requests the Advanced Technology reimbursement rate of $22 per hour (Jobs 6 & 7). All trainees who will be provided Advanced Technology training are CAD operators, designers, programmers, managers and network engineers in IT departments at participating employers. All AT training uses sophisticated software and is highly technical training for computer professionals. With newly acquired IT skills, trainees can administer and manage IT systems, build new applications, and stay competent in the latest IT technologies, thereby increasing the competitiveness of their employers. Hitchcock and Holcombe reports this type of training, provided by its certified trainers, typically costs $700 to $1,200 per training course. In addition, due to the complex nature of the material, training must be provided in small classes with 10 trainees or less, thereby adding to the expense of this training.

RECOMMENDATION:

Staff recommends that the Panel approve the Advanced Technology fixed-fee cost reimbursement for the AT training portion of the curriculum; and this Agreement based on Hitchcock and Holcombe need to upgrade employee IT skills to increase productivity, improve employment security of employees and enhance each participating employer's market share in the California economy.

NARRATIVE:

Hitchcock and Holcombe has been doing business since May 1999. Hitchcock and Holcombe provides computer-related training to corporations, non-profit organizations, and state and county agencies. Hitchcock and Holcombe training concentrates on improving computer skills and increasing efficiency for all participating employers trainees, to enable many to promote into new positions with greater responsibilities.

Hitchcock and Holcombe coordinates curriculum development using training needs assessments to determine the current level of trainee skills and working with management from each participating employer to determine the most valuable training for their trainees. Further customization and employer feedback is accomplished through progress evaluations conducted during training and a final evaluation provide to trainees after each course.

NARRATIVE: *(continued)*

Employer Demand

The Panel requires multiple employer contractors provide evidence of employer demand for training. Hitchcock and Holcombe has provided a core group of participating employers facing out-of-state competition and seeking ways of providing employees with the computer based training required for improving business practices.

The majority of the participating employers are manufactures.   Due to the increasing competition and changes in manufacturing processes these companies must improve quality, reduce costs, increase productivity, and meet customer demands.

Additionally, many small businesses do not have the resources to upgrade the skills of their employees. Some of the participating employers have participated in ETP-funded training in the past, but the employees participating in this proposal will be newly hired or will receive training in different courses than in previous Agreements.

All ETP funded training will be provided at participating employers' worksites.

Computer Skills:

This training will include CAD software, advanced 3-D modeling, drawing and photo software, operating systems, managing a help desk, supporting networking systems, and web developments applications to enable participating employer's to improve employee productivity and help trainees to stay abreast of the latest office automation technologies.

Commitment to Training

Participating employers state that ETP-funded training will upgrade the IT skills of their computer professionals and other administrative and support staff and that ETP-funded training is supplemental to existing company funded training.   Current employer training includes regulatory and compliance, safety and basic computer applications training.

SUBCONTRACTORS:

N/A

THIRD PARTY SERVICES:

N/A

PRIOR PROJECTS:

The following are completed project statistics for ETP Agreements with this Contractor within the last five years:

PRIOR PROJECTS						
Agreement Number	Location (City)	Term	Contract Amount	Amount Earned	*Planned* In-kind Contribution	*Reported* In-kind Contribution
ET03-0170	Citrus Heights	10/7/02 – 10/6/04	$685,519	$615,511	$1,170,010	$1,050,700
ET05-0103	Citrus Heights	07/5/04 – 07/4/06	$546,445	$423,771	$1,041,200	$550,000

ACTIVE PROJECTS:

The following are current project statistics:

ACTIVE PROJECTS						
Agreement Number	Agreement Amount	Term	Planned Number To Be Retained	Number Enrolled	Number Completed Training	Number Retained For 90 Days
ET06-0250	$553,080	February 7, 2006 – February 6, 2008	700	528	370	186

Over the past year Hitchcock and Holcombe has experienced a demand for Computer Skills and Advanced Technology training. Hitchcock and Holcombe expect to have trained all 700 trainees in this contract by mid 2007 with most of the trainees completing the retention period.

HITCHCOCK AND HOLCOMBE, INC., DBA
CONTINENTAL TRAINING CENTER

MENU CURRICULUM

  Hours
Class / Lab
40-60 and VAR 8 – 24

Trainees in all Job Numbers 1 -5 may receive any of the following:

COMPUTER SKILLS

Office Automation:

- Operations Systems
- Word (Beginning and Advanced; beginning ONLY for Small Business)
- Excel (Beginning and Advanced; beginning ONLY for Small Business)
- Outlook (Beginning and Advanced; beginning ONLY for Small Business)
- Access (Beginning and Advanced; beginning ONLY for Small Business)
- PowerPoint (Beginning and Advanced; beginning ONLY for Small Business)
- Project (Beginning and Advanced; beginning ONLY for Small Business)
- Visio (Beginning and Advanced; beginning ONLY for Small Business)
- Dream Weaver MX (Beginning and Advanced; beginning ONLY for Small Business)

PC Networking Upgrade
MCSE Training
- Installing New Operations System
- Implementing DNS
- Setting Up Active Directory
- Creating Physical Structure of Active Directory
- Administering Active Directory
- Upgrading Existing Networks
- Deploying Operating System to Desktop PC's
- Managing Desktop Environments
- Managing Software
- Installing and Configuring Terminal Services
- Configuring Remote Access
- Implementing Disaster Protection

AUTO CAD
- Getting Started
- Display Commands
- Drawing Setup
- Coordinates & Basic Drafting Tools
- Creating 2D Geometry
- Editing 2D Geometry
- Managing Object Properties
- CAD Construction Techniques
- Tacking and Object Snap
- Creating Text & Defining Styles
- Blocks
- Dimensions & Defining Styles
- Cross Hatching
- Page Setup & Layout
- Plotting
- Xref's

HITCHCOCK AND HOLCOMBE, INC., DBA
CONTINENTAL TRAINING CENTER

MENU CURRICULUM (continued)

Hours
Class / Lab
40-60 and VAR 8 – 24

COMPUTER SKILLS

Land Development Desktop

- Introduction of Software Concepts
- Creating Projects and Using Prototypes
- Project Setup
- Program Customization
- Using and Managing COGO points
- External Data References
- Alignments
- Working and Parcels
- Labeling Objects & Creating Object Tables
- Creating Surface Models
- Creating Watershed Models
- Displaying Surface
- Creating and Managing Contours
- Creating and Managing Surface Sections
- Calculating Volumes
- Managing Terrain Layers
- Performing Inquiries on Drawing Features

MicroStation

- Getting Stated
- Mouse Configuration
- Display Commands
- Drawing Setup
- Coordinates & Basic Drafting Tools
- Creating 2D Geometry
- Editing 2D Geometry
- Managing Attributes
- CAD Construction Techniques
- Creating Text & Defining Styles
- Creating Cells
- Dimensioning
- Patterning
- Plotting
- Reference Files

Upgrading to AutcCAD 2007

- New Interface
- Design Center
- Copy and Paste Styles, Blocks, etc
- Line weights
- Modify Properties

HITCHCOCK AND HOLCOMBE, INC., DBA
CONTINENTAL TRAINING CENTER

MENU CURRICULUM (continued)

 Hours
Class / Lab
 40-60 and VAR 8 – 24

COMPUTER SKILLS

Upgrading to AutcCAD 2007 (continued)

- New Interface
- Design Center
- Copy and Paste Styles, Blocks, etc
- Line weights
- Modify Properties
- Dimensions
- Revised Dimension Style Interface
- Qleader
- Qdim
- Layout (was paper space)
- Creating and Using Non Rectangular View Port (in drawing layout)
- Creating Plot System Table Files (with gray scales, filters, etc.)
- Working with Multiple Documents (running only one AutoCAD program)
- Polar Tracking
- Osnap Tracking
- New Osnaps; Parallel and Extension
- New Text Features
- Express Tools

HITCHCOCK AND HOLCOMBE, INC., DBA
CONTINENTAL TRAINING CENTER

MENU CURRICULUM (continued)

Advanced Technology

Hours
Class / Lab
40 -60

Trainees in all Job Numbers 6 -7 may receive any of the following:

Advanced Technology

Win 2000, XP Pro

- Deployment Considerations and Procedures
- Mass Deployment Strategy and Application Installation
- Disk Management
- Plug & Play, Bus Support, ACPI, and Hardware
- Device Management and Administering User Accounts
- The Desktop Environment and Network Services
- Dial-Up Networking and Managing Web Services
- Local Group Policy and Shares and NTFS Permissions
- Offline Folders and Printer Administration
- Performance Monitoring and Enhancement
- Troubleshooting

Win 2000, 2003 Server

- Installing Windows 2000 Server
- Automated Installation Methods
- Disk Management
- Active Directory
- User and Group Management
- File Resources
- Group Policy Objects
- Plug and Play in Windows 2000
- Device Management
- Terminal Services
- TCP / IP
- TCP / IP Services
- Remote Access Services
- Virtual Private Networking
- Internet Connection Sharing and Network Address Translation
- Internet Information Server 5.0
- Printer Administration
- Troubleshooting

HITCHCOCK AND HOLCOMBE, INC., DBA
CONTINENTAL TRAINING CENTER

MENU CURRICULUM (continued)

Advanced Technology (continued)

Win 2000, 2003 Network Infrastructure

- DNS in a Windows 2000 Network Infrastructure
- DHCP in a Windows 2000 Network Infrastructure
- Remote Access in a Windows 2000 Network Infrastructure
- Network Protocols in a Windows 2000 Network Infrastructure
- WINS in a Windows 2000 Network Infrastructure
- IP Routing in a Windows 2000 Network Infrastructure
- Network Address Translation (NAT)
- Certificate Services

Win 2000, 2003 Active Directory

- Active Directory
- DNS for Active Directory
- Change and Configuration Management
- Deploy Windows 2000 by using Remote Installation Services (RIS)
- Optimizing the Components of Active Directory
- Active Directory Security Solutions

Exchange Server 2000, 2003

- Installing Microsoft Exchange 2000
- Administering Microsoft Exchange 2000
- Creating and Managing Storage Groups and Stores
- Creating and Managing Recipient Objects
- Creating and Managing Public Folders
- SMTP in Microsoft Exchange 2000
- Message Routing in Microsoft Exchange 2000
- Message Flow in Microsoft Exchange 2000
- Configuring Internet Protocols
- Accessing Microsoft Exchange 2000 with Outlook Web Access
- Configuring Instant Messaging

Designing a Microsoft Windows 2000, 20003 Directory Services Infrastructure

- Designing an Active Directory Naming Strategy
- Designing Active Directory to Delegate Administrative Authority
- Designing a Schema Policy
- Designing Active Directory to Support Group Policy
- Designing an Active Directory Domain
- Designing a Multiple Domain Structure
- Designing an Active Directory Topology
- Designing an Active Directory Infrastructure

HITCHCOCK AND HOLCOMBE, INC., DBA
CONTINENTAL TRAINING CENTER

MENU CURRICULUM (continued)

Advanced Technology   (continued)

Administering a Microsoft SQL Server 2000, 2003 Database

- SQL Server Overview
- Planning to Install SQL Server
- Managing Database Files
- Managing Security
- Performing Administrative Tasks
- Backing Up Databases
- Restoring Databases
- Monitoring SQL Server for Performance
- Transferring Data
- Maintaining High Availability
- Introducing Replication

Designing a Secure Microsoft Windows 2000, 2003 Network

- Assessing Security Risks
- Introducing the Windows 2000 Security Model
- Providing Secure Access to Local Network Users
- Planning Administrative Access
- Planning User Accounts
- Securing Windows 2000-Based Computers
- Securing File and Print Resources
- Securing Communication Channels on the Local Network
- Providing Secure Access to Non-Microsoft Clients
- Providing Secure Access to Remote Users and Officers
- Providing Secure Access Between Private and Public Networks
- Maintaining Security When Allowing Public Access to your Private Network

Crystal Reports / Crystal Server

- Create a report by using data from an existing database
- Locate and present data in a specified order
- Create groups to summarize report data
- Build formulas to add non-database data to a report and display data differently
- Format reports
- Enhance reports by adding and modifying elements in a report
- Create single data series charts
- Distribute report data to other users
- Create running totals in a report
- Build cross-tabs in your report
- Add subreports to a report
- Design a report that uses a drill-down
- Improve processing speed in your reports
- Chart single and multiple data series

HITCHCOCK AND HOLCOMBE, INC., DBA
CONTINENTAL TRAINING CENTER

MENU CURRICULUM (continued)

Advanced Technology (continued)

Advanced Technology

Crystal Reports / Crystal Server (continued)

- Report from excel data
- Identify CE Architecture
- Server Management
- Manage Events Server

Comment: The parties agree that the training identified in this Curriculum may be revised from time-to-time during the term of this Agreement at the request of Contractor and with the prior written approval of ETP. (See also Section 12 in this Agreement.)

Participating Employers in Retrainee
Multiple Employer Contracts

Contractor's Name: Hitchcock and Holcombe, Inc., dba Continental   CCG No.: ET07-0272
                    Training Center

Reference No: 07-0238   Page: 1 of 4

PRINT OR TYPE

Company: Domain Chandon

Address: One California Drive

City, State, Zip: Yountville, CA 94599

Contact Person/Title: Barry Belli – Controller

Telephone No.: 707.204.7605

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained under this Agreement: 65

Total # of full-time company employees worldwide: 160

Total # of full-time company employees in California: 160

Company: Korbel

Address: 13250 River Road

City, State, Zip: Guerneville, CA 95446

Contact Person/Title: Dave Beck, Director of Information Technology

Telephone No.: 707.824.7270

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 65

Total # of full-time company employees worldwide: 500

Total # of full-time company employees in California: 250

Company: Landmark Healthcare, Inc.

Address: 1750 Howe Avenue, Suite 300

City, State, Zip: Sacramento, CA 95825

Contact Person/Title: Kathy Ferreira, HR Manager

Telephone No.: 916.569.3340

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 50

Total # of full-time company employees worldwide: 125

Total # of full-time company employees in California: 125

ETP 100B (06/06)

Participating Employers in Retrainee
Multiple Employer Contracts

PRINT OR TYPE

Company: Livingston Concrete

Address: 5304 Roseville Road

City, State, Zip: Roseville, CA 95678

Contact Person/Title: Sue Cook, Office Manager

Telephone No.: 916.785.2311

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained under this Agreement: 20

Total # of full-time company employees worldwide: 92

Total # of full-time company employees in California: 92

Company: Opus One

Address: 7900 St. Helena Way

City, State, Zip: Rutherford, CA 94562

Contact Person/Title: Dana Garaventa, HR Manager

Telephone No.: 707.948.2429

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 35

Total # of full-time company employees worldwide: 37

Total # of full-time company employees in California: 35

Company: Rauschenbach Marvelli Becker Architects

Address: 2277 Watt Avenue, 2nd Floor

City, State, Zip: Sacramento, CA 95825

Contact Person/Title: Susan Essaf, HR Manager

Telephone No.: 916.488.8500

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 30

Total # of full-time company employees worldwide: 45

Total # of full-time company employees in California: 45

ETP 100B (06/06)

Contractor's Name: Hitchcock and Holcombe, Inc., dba Continental   CCG No.: ET07-0272
Training Center

Reference No: 07-0238   Page: 3 of 4

PRINT OR TYPE

Company: SelectBuild – KBI Norcal

Address: 1855 North 1st Street

City, State, Zip: Dixon, CA 95620

Contact Person/Title: Richard Rios, Office Manager

Telephone No.: 707.678.8600

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained under this Agreement: 100

Total # of full-time company employees worldwide: 1,473

Total # of full-time company employees in California: 1,473

Company: Spherion

Address: 8000 Foothills Blvd

City, State, Zip: Roseville, Ca 95747

Contact Person/Title: Kristi Axtell – Administrator

Telephone No.: 916.785.3847

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 200

Total # of full-time company employees worldwide: 5,000

Total # of full-time company employees in California: 5,000

Company: Surewest Communications

Address: 8150 Industrial Avenue

City, State, Zip: Roseville, CA 95678

Contact Person/Title: Susan Slaven, Helpdesk Manager

Telephone No.: 916.786.5221

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 200

Total # of full-time company employees worldwide: 1,900

Total # of full-time company employees in California: 1,900

ETP 100B (06/06)

Contractor's Name: Hitchcock and Holcombe, Inc., dba Continental   CCG No.: ET07-0272
Training Center

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PRINT OR TYPE

Company: US Bank

Address: 950 Florin Road

City, State, Zip: Sacramento, CA 95831

Contact Person/Title: Heather Armstrong, Contract Service Manager

Telephone No.: 916.394.2994

Collective Bargaining Agreement(s): N/A

Estimated #of employees to be retrained under this Agreement: 500

Total # of full-time company employees worldwide: 3000+

Total # of full-time company employees in California: 1000

Company: Vision Service Plan

Address: 3333 Quality Drive

City, State, Zip: Rancho Cordova, CA 95670

Contact Person/Title: Janet Vorwerck, Helpdesk Manager

Telephone No.: 916.851.5007

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 120

Total # of full-time company employees worldwide: 1,854

Total # of full-time company employees in California: 1,553

Company: Wells Fargo Bank

Address: 209 Baurer Circle

City, State, Zip: Folsom, CA 95630

Contact Person/Title: Bill Drescher, IT Manager

Telephone No.: 916.608.2053

Collective Bargaining Agreement(s): N/A

Estimated # of employees to be retrained under this Agreement: 200+

Total # of full-time company employees worldwide: 30,000+

Total # of full-time company employees in California: 5,000